

### Helping People and Communities Help Themselves

Christine Todd Whitman, Governor Jane M. Kenny, Commissioner "The 2000 Annual Report is dedicated to

the employees of the Department of



committed to enhancing the viability

of New Jersey communities and the

self-sufficiency of individuals and families."

Jane M. Kenny *Commissioner* 



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### **Message from Governor Whitman**

Over the past year, the Department of Community Affairs (DCA) has advanced some of the key initiatives of my administration while continuing to deliver the quality services and successful programs that New Jerseyans have come to expect.

When I promised state government's help in providing relief from the burden of property taxes, I looked to DCA to spearhead an effort to encourage towns and schools to share resources. The result was the Regional Efficiency Development Incentive (REDI) program and the Regional Efficiency Aid Program (REAP), a combined \$35 million initiative that is helping local governments to consolidate or regionalize services when it makes sense to do so.

When I embarked upon a new and different approach to stimulate economic growth in cities, I called upon DCA to develop a variety of innovative and effective programs. Today we see the results as once abandoned buildings are reclaimed and refurbished thanks to initiatives such as the Urban Coordinating Council, the Rehabilitation Subcode and the New Jersey Urban Site Acquisition Program.

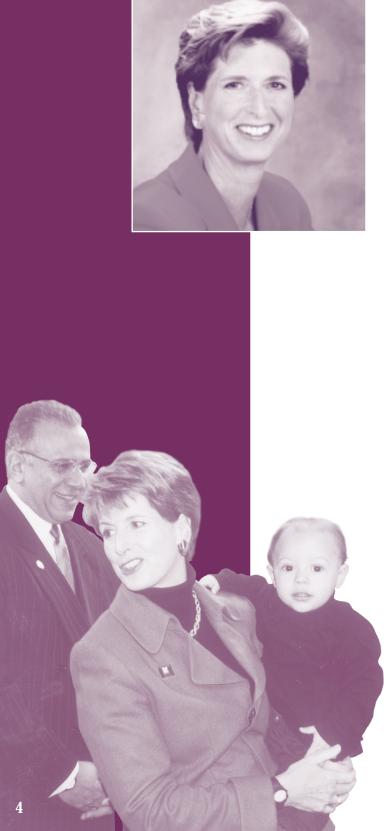
And when I pledged to save one million acres for future generations and make New Jersey a leader in smart growth, I enlisted DCA and its Office of State Planning to give our communities more tools to guide and direct development.

But all of that only begins to describe the important service DCA provides in all the state's communities. Right now, for example, an inspector from DCA's Division of Fire Safety is inspecting a building somewhere to make sure it has the proper fire protection systems. An employee in DCA's homelessness prevention program is helping a family that's having trouble paying the rent or mortgage, while an expert from DCA's Division of Codes and Standards is examining the safety and conditions of a boarding home.

As this annual report demonstrates, there are many ways in which the Department of Community Affairs and its employees are making New Jersey a better place in which to live, work and raise a family.

Christine Todd Whitman

Governor



### Message from Commissioner Kenny

As commissioner of the Department of Community Affairs, I take great pride in reading letters from people praising DCA and its employees. That these letters arrive on a consistent basis says much about the importance of this department's work and the quality of its work force.

The work of DCA is extremely varied, but each unit and every division share an ability to make a difference in people's lives.

The past year provided many fresh examples of the difference DCA makes.

After the rains and winds of Tropical Storm Floyd finished pounding New Jersey, DCA was there providing financial assistance to families and businesses and inspecting buildings to ensure they were safe.

Our new construction code for restoring older buildings has certainly made a difference. The "rehab code" sparked a 90 percent increase in rehabilitation work in the state's five largest cities during its first two years and captured prestigious national awards.

The Bakery Village Apartments on the Newark-East Orange border provides a clear example of how a DCA housing program made a difference by transforming an abandoned factory into a distinctive residence for working families.

In fact, the difference DCA makes is evident from one corner of the state to another, from Sussex County, where one of our Smart Growth Planning Grants is funding a study to guide future growth, to Cape May's Woodine Boro, where a local volunteer fire department now has a cutting-edge, lifesaving tool — a thermal imaging camera provided by a DCA program.

The thank you letters confirm something I noticed almost immediately: the people of DCA seem to really enjoy their work — probably because they know what they're doing is so worthwhile.

Jane M. Kenny Jane M. Kenny Commissioner



# **URBAN REVITALIZATION & SMART GROWTH**

hether it is measured in terms of prizes and public recognition, or construction figures showing a building boom in New Jersey's cities, or the proud expression on the face of a new homeowner, FY 2000 was a very good year.

Top honors went to DCA's **Rehabilitation Subcode**, named a 1999 winner of the prestigious
Innovations in American Government Award sponsored
by the Ford Foundation and Harvard University.

The rehab code, created by DCA's Division of Codes and Standards, is the nation's first building code written just for existing buildings. By taking a more flexible, common sense approach, the code has made it easier and cheaper to rehabilitate older buildings and has eliminated one of the leading obstacles to urban revitalization.

Proof of the code's effectiveness came from statistics showing that rehabilitation work in New Jerseys' five largest cities increased 90 percent during 1998 and 1999, the first two years that the code was in effect. In 1997, the year before the code's implementation, rehabilitation work in those cities increased just 1.6 percent.

The rehab code has received its share of praise from the press: *The Washington Post* called it "a revolutionary concept in urban renewal." *Shelterforce Magazine*, a

journal of the National
Housing Institute, said the rehab
code proved: "...it's not big government
or small government that's important. It's
good government."

Amount of Rehabilitation Work Authorized by Building Permits for NJ's Five Largest Cities (Newark, Jersey City, Paterson, Elizabeth and Trenton)

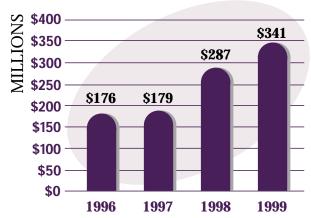


Photo at top of page: Trenton rental housing development that saved \$80,000 using the Rehabilitation Subcode program.

#### **Amount of Rehabilitation Work Authorized by Building Permits 1997-1999**

Cities	1997		1998	1999	% Change 97-98	% Change 97-99
Newark	\$68,154,366	اه	\$108,470,528	\$97,169,546	59 %	43 %
Jersey City	\$48,512,072	pos F	\$89,037,276	\$129,151,447	83.5 %	166 %
Paterson	\$1,427,883	ehab Subcc Adopted	\$15,801,921	\$20,057,244	1,007 %	1,305 %
Elizabeth	\$40,082,229	do	\$44,281,940	\$61,618,682	11 %	54 %
Trenton	\$20,968,916	eha 	\$29,370,896	\$32,754,338	40 %	56 %
Totals	\$179,145,466	Δ.	\$286,962,561	\$340,751,257	60 %	90 %

But imitation remains the sincerest form of flattery. The City of Wilmington, Delaware adopted the code on the municipal level. The state of Maryland passed a law to

create its own version, and similar legislation is pending in Rhode Island and Massachusetts.

Rehabilitation work told only part of the urban construction story. Statistics released in 1999 showed that the top three municipalities for overall construction activity the prior year were all cities. Jersey City led the state with total construction spending of \$200 million last year. Elizabeth was

second with construction spending of \$165 million, and Newark third at \$148 million. That's half a billion dollars of proof that the climate for investment in New Jersey's cities is improving.

plans and strategies for revitalization. The UCC assisted 16 selected neighborhoods by coordinating government, private sector and non-profit resources to meet needs that

local residents identified in their own redevelopment plans. Benefits to UCC neighborhoods include priority consideration in applications for grants and loans, services and technical assistance from departments of state government through special inter-agency teams, and a state-funded community director.

The New Jersey Urban Site Acquisition Program (NJ-USA) helped the state's urban communities acquire land needed

to carry out larger development plans. The program, administered by the New Jersey Redevelopment Authority, provides short-term financing to municipalities, nonprofit groups and private investors to acquire property and tackle

Rehab work in New

Jersey's five largest cities
has increased 90 percent
in the two years since
the adoption of the
Rehabilitation Subcode.

#### **Construction Leaders 1998**

Rank	Municipality	Total
1	Jersey City	\$203,448,621
2	Elizabeth	\$165,005,382
3	Newark	\$146,016,228
4	Rahway	\$139,407,584
5	Bridgewater	\$139,311,272

The Department of Community Affairs and its affiliated agencies, the New Jersey Redevelopment Authority and the New Jersey Housing and Mortgage Finance Agency, offered a variety of innovative programs in FY 2000 to encourage and sustain that progress.

With representation from all areas of state government, the **Urban Coordinating Council** continued working with designated urban areas to implement neighborhood-based



any pre-development obstacles, such as tax liens and environmental issues. Since the program started in 1998, NJ-USA has committed \$22 million to many economic development projects. Highlights of the past year included:

- Woodbury Mews Senior Campus: \$1.4 million loan towards the conversion of an abandoned industrial site in Gloucester County into a major senior citizen housing campus.
- Elizabethport Neighborhood Revitalization Project,
   Elizabeth: \$3 million towards the creation of new housing to replace a public housing complex.
- Antioch CDC, New Brunswick: \$350,000 for this non-profit community development group to acquire land for an affordable housing development.

The \$20 million **Unsafe Buildings Demolition Loan Fund** swung into action in FY 2000, financing the demolition of dangerous and abandoned buildings in urban and rural communities. The DCA program provided \$14.7 million in low-interest loans for demolition projects in 17 municipalities. Included was \$5 million that is clearing 362 unsafe buildings in Camden.



Downtown Living program will restore this abandoned building in Paterson

As blighted buildings came tumbling down, new housing continued to spring up in urban neighborhoods throughout the year.

The HMFA's **Urban Home Ownership Recovery Program (UHORP)** provided more than \$23.4 million in funding last year to subsidize the construction of 430 units of housing in vibrant, mixed-income communities.

Meanwhile, HMFA's "**Too Good, But It's True**" consumer mortgage program encouraged home-ownership in neighborhoods being assisted by the state's Urban Coordinating Council by offering 30-year mortgages at 5 percent interest with zero points to qualified buyers. HMFA accepted \$11.6 million worth of mortgages under the program last year.

Attracting more middle-income families to cities is the goal of **Downtown Living**, a new DCA program that provides funding to help developers build market rate apartments, in or near central business districts, in urban areas. Governor Whitman set aside \$7.5 million to launch the program in the state's FY 2000 budget. By the end of the budget year, the program had committed its first financing, awarding \$1.5 million toward a developer's plan to convert a former textile mill in Paterson into apartments, as well as \$1 million toward the construction of new, market-rate apartments in Bayonne.

The College & University Homebuyers' Program also seeks greater economic diversity in cities by encouraging employees of select New Jersey public colleges and universities to buy and improve homes in their schools' host cities. The program, launched by Governor Whitman in FY 2000, offers \$10,000 in down payment assistance to full-time faculty or staff who buy homes in target areas established in participating cities. In addition, faculty and staff who already own homes in a target area may apply for up to \$5,000 in state matching funds to make improvements to their home's exterior. These incentives are offered to employees regardless of their household income. The College & University Homebuyers' Program is administered by HMFA in partnership with DCA.



As New Jersey's once mighty industrial cities retool for the future, they face the challenge of reclaiming the land industry left behind. Helping municipalities return these under-used and possibly contaminated sites to productive use is the mission of the **Brownfields Task Force**.

Comprised of members from the public and private sectors, and chaired by DCA Commissioner Jane M. Kenny, the

Brownfields Task Force is studying additional ways to encourage the cleanup and reuse of contaminated sites. The Task Force is staffed by the Office of State Planning and offers developers and municipalities one-stop shopping for state and federal resources on all phases of brownfields reclamation, from planning and remediation, to marketing and redevelopment.

Governor Whitman has already accepted one Task Force recommendation to have the state provide grants to municipalities for site cleanup. The governor allocated \$15 million for that purpose in her recent budget. The funding, known as the Brownfields Program, is administered by the NJRA.

A new \$15 million
grant program will help
towns clean up
brownfield sites and
acquire land for
redevelopment.

DCA and the Office of State Planning expanded efforts in FY 2000 to encourage sound planning in New Jersey's local communities that promotes the principles of urban revitalization and more livable and sustainable development. The two agencies worked in partnership to offer **Smart Growth Planning Grants** that will help counties and municipalities direct future growth. A total of 21 grants

totaling \$2.4 million were awarded to support a wide range of county and municipal planning initiatives. One third of the grants were awarded for multi-jurisdictional projects seeking regional approaches to growth management. These included \$300,000 to Sussex County for a county-wide strategic plan, \$250,000 to Atlantic County for a growth management plan, and \$250,000 to Monmouth County for a study of the Route 9 corridor.

Helping cities attract high-tech jobs is the mission of the **New Jersey Cyberdistricts Program**, a new initiative offering grants to municipalities and to qualified not-for-profit developers who want to create and market high-technology districts known as "cyberdistricts." On October 30, 2000 DCA awarded \$2 million in "cyberdistrict" grants to 30 municipalities.

### **COMMUNITY IMPROVEMENT**

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Based Initiative. Words cannot express the wonderful accomplishments that the program has been services, advocacy.

Based Initiative to many needy individuals have been serviced, which care, medical services, advocacy. Dear Ms. McRae: t DCA you'll often hear us talk about our programs as tools in a tool kit. Behind the term is a strongly held belief that state government is at its most helpful when it provides local communities the tools to help themselves.

This approach is evident in the **Faith-Based Community Development Initiative.** The

initiative underwrites a broad array of neighborhood improvement plans and social service programs offered by faith-based organizations — services like youth mentoring, job training, senior citizen assistance, health services and addiction counseling. At the conclusion of its second year in FY 2000, the Faith-Based Initiative had distributed \$11.2 million among 100 faith-based organizations throughout Northern, Central and Southern New Jersey. The program's success demonstrates that while



Faith-Based Initiative in action in Newark

Once again. St. Paul's C.D.C. Would like 10 thank you are program. We look forward to a continuing Once again, St. Paul's C.D.C. would like to thank you and your entire staff for the ballef, commitment.

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Once again, St. Paul's C.D.C. would like to thank you and your entire staff for the ballef, commitment. una surport una nos vocal capricas in a graying felationship with NJ-DCA. Luuraes r. Larrea Next Step Program Director Sincerely, F. Correa government has a responsibility to serve social needs, a government agency isn't necessarily the best way to meet those needs. Very often, members of churches, synagogues, and mosques have come up with a creative, effective program that fills a vital need right within the community.

ST. PAUL'S COMMUNITY DEVELOPMENT CORPORATION

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Lives have been changed for St. Paul's C.D.C.'s ties with other gonernmental. Lives have been changed for the positive. Families have been strengthened and given a ray of hope to the positive. Families have been strengthened and given a ray of hope relationships that the state of the faith Based initiative. These relationships the faith Based initiative. These relationships there is the faith Based initiative. These relationships there is the faith Based initiative. These relationships there is the faith Based initiative. These relationships the faith Based initiative. These relationships the faith Based initiative. for their future. In addition, St. Paul's C.D.C.'s ties with other governmental, private and non-profit to the faith Based Initiative. These relationships as a direct result of the faith Based Initiative the profit and the profit importantly to help decrease their future. In addition, St. Paul's C.D.C.'s ties with other government but also most importantly to help decrease as a direct result of the faith Based Initiative. In addition, St. Paul's C.D.C.'s ties with other faith Based Initiative. These relationships as a direct result of the faith Based Initiative. These relationships are crucial for not only future community development but also most importantly to help decrease agencies have become stronger as a direct result of the faith Based Initiative. agencies have become stronger as a direct result of the faith Based Initiative. These relationships and eliminate barriers that many of our programs participants encounter every day. We have

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and eliminate barriers that many of our programs participants encounter every day. We have a share with you upon your request. The support that your office has provided to our agency has been immense. The NV-DCA staff in establishing the support that your office has provided to duragence and technical support in establishing the has been able to provide us with invaluable quidance and technical support that your office has provide us with invaluable quidance and technical support that your office has provided us with invaluable quidance and technical support that your office has provided us with invaluable quidance and technical support that your office has provided to our agency has been able to provide us with invaluable quidance and technical support to provide us with invaluable quidance.

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program year round. The feedback between both agencies has been reciprocal and complimentary:

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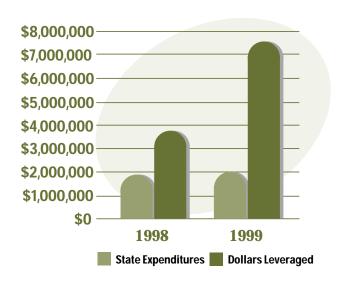
We were honored to have been able to share some our screening tools and learning experiences.

> DCA's Neighborhood Preservation Program represents another community-driven initiative whereby neighborhood residents take the lead in restoring their communities through partnerships with local officials and private sector investors. The state provides the seed money — \$525,000 over five years — to each municipality to support needed improvements to homes, infrastructure, parks and playgrounds. These dollars in turn help secure funding from

Photo at top of page: For-sale housing to be rehabilitated with subsidy funding under the Sustainable Development/Affordable Housing Pilot program.

the private sector, the municipality and the federal government. During calendar year 1999, the Neighborhood Preservation Program welcomed 15 additional "threatened but viable" neighborhoods into the program, raising the number of participating neighborhoods to 39. The big story, however, was in the leverage of dollars. In 1999, the state's \$1.94 million in expenditures leveraged a total of \$7.64 million more dollars. This is roughly double the amount of money leveraged during the prior year. Much of this money went to improving 184 homes through repair or replacement of roofs, windows, heating systems, electrical and plumbing systems, and fresh coats of paint. Other neighborhood upgrades made possible by the program included repairs to sidewalks and curbs, improvements to playgrounds and restoration of commercial building facades.

#### Neighborhood Preservation Program



Helping communities help themselves could also be the motto of **Main Street** - **New Jersey**, a commercial revitalization program for downtown. During FY 2000, Salem and Ocean City joined 16 other communities that receive special training and technical assistance from DCA to improve the economy, appearance and image of their central business districts. Since 1990, the preservation-based Main Street approach has generated a total of 649 new businesses, 3,678 new jobs and more than \$84 million in



private investment in building improvement projects. The leverage of private dollars has also been remarkable. For every one dollar used to operate a local Main Street program in New Jersey, \$26 dollars has been invested.

Every state dollar used to operate a local Main
Street program generates an additional \$26 in private investment.







Adopt-A-Neighborhood program, Elizabeth

#### **Economic Impact Summary - Main Street New Jersey**

New Jobs Created	649
New Businesses Created	3,678 941
Building Improvement Projects	941
Private Reinvestment	\$84,226,338
Ratio of Public to Private Investment	\$26 to \$1

Meanwhile, DCA's **Special Improvement District Program** continued to give assistance to 43 participating communities that created local management associations to finance and oversee downtown improvement efforts. During FY 2000, DCA also awarded \$5 million in low-interest loans to finance downtown improvement projects in 11 special improvement districts.

The **Upstairs-Downtown Program** offers reduced-rate loans for small business owners and investors to buy and fix up commercial buildings with residential potential upstairs. Under this innovative program administered by the New Jersey Housing and Mortgage Finance Agency, borrowers gain access to below-market mortgage rates to acquire, refinance, and renovate buildings that have a ground-floor business and up to four apartments upstairs. During FY 2000, HMFA set aside \$2 million in program funds for use in municipalities that participate in DCA's Main Street New Jersey program.

#### The Small Cities Community Development Block

**Grant Program** makes a positive difference in New Jersey by funding economic development, community revitalization and public facility projects designed to benefit low- and moderate-income residents.

### AFFORDABLE HOUSING

we know that houses and apartments are more than just structures with walls, doors and windows. They're places where people live. They're part of neighborhoods. They come with individual addresses and

personal keys and mailboxes. They hold our

t DCA.

keepsakes and our memories.

More New Jerseyans are realizing opportunities to live in safe and decent homes that are within their means thanks to the award-winning efforts of the Whitman Administration and its partners in the public, private and non-profit sectors.

From new housing that is giving a lift to our urban areas, to homes that combine affordability with environmental responsibility, the department is continuing to build on its progress in improving the lives of people and the health of communities.



UNITED STATES ENVIRONMENTAL PROTECTION ACENCY NE AND RADIATION nvis. ruuries.

On behalf of the U.S. Environmental Protection Agency (EPA), it is my pleasure to inform you.

On behalf of the U.S. Environmental Affordable Housing Pillet Program has been extended for a Clear
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Department of Community Affairs On behalf of the U.S. Environmental Protection Agency (EPA), it is my pleasure to inform you on behalf of the U.S. Environmental Protection Agency (EPA), it is my pleasure to inform you on behalf of the U.S. Environmental Protection Agency (EPA), it is my pleasure to inform you on one of the plant of the Community Objection Agency (EPA), it is my pleasure to inform you on one of the plant of the Community Objection Agency (EPA), it is my pleasure to inform you on one of the plant of the pleasure to inform you on one of the plant of the plant of the Community Objection Agency (EPA), it is my pleasure to inform you on one of the plant o that the Sustainable Development/Affordable Housing Pilot Program has been selected for a Clean

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Affordable Development/Affordable Housing Pilot Program has been selected for now atom, and

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All Excellence Award in the Community Development Re. D outh Broad Street 71 - 2011 12 1080 25 1806 Dear Ms. Huchet,

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rr you have any questions, please contact Haul Kasmussen on the properties of Rasmussen Paulespa.gov. Clear Air Act Amendments of 1990.

> The state has enjoyed a remarkable period of activity and innovation in the area of housing. Since 1994, the state has been responsible for the financing of more than \$2.6 billion worth of affordable housing, benefiting over 25,000 families. Nearly half of these units are occupied by first-time homebuyers.

> Through a variety of financial assistance programs, the state is helping to make housing affordable to more of its citizens.

Nowhere is that more evident than in our cities.

Governor Whitman's urban tool kit includes programs like the **Urban Home Ownership Recovery Program**, or UHORP, which encourages economic diversity in cities by helping builders to construct mixed-income housing, and helping home-buyers to live there.

Under the UHORP initiative, the **New Jersey Housing and Mortgage Finance Agency** (HMFA) works with commercial lenders to provide funding and subsidies for the construction of single-family homes and home-buyer mortgages in distressed urban neighborhoods. The initiative has led to the construction of more than 2,000 units, including more than 500 in Newark alone.

New Jersey's sustainable
development program
is a "national model
that should be
replicated elsewhere."
US Environmental Protection Agency

technologies in order to make homes safer, more energy efficient, easier and less costly to maintain and more comfortable. New Jersey's pioneering effort was described as a "national model that should be replicated elsewhere." The pilot program won a Clean Air Excellence Award from the U.S. Environmental Protection Agency in 2000.

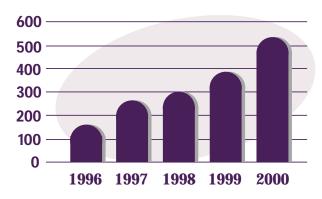
In a related program, DCA unveiled in December 2000 a new \$14 million

home-ownership initiative called "Cool Cities" that gives low- and moderate-income families in seven cities a chance to buy houses that incorporate the latest in energy-saving features and environmental design technology.

The federal government recognized DCA's housing programs with back-to-back "Best of the Best" Practices awards in 1999 and 2000.

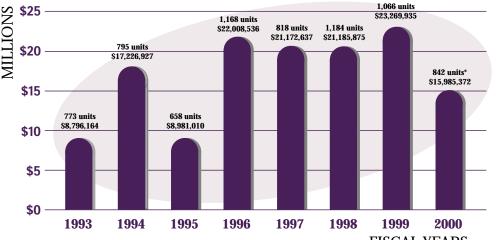
In 1999, DCA's **Family Self-Sufficiency Program** received the "Best of the Best" honors from the U.S. Department of Housing and Urban Development. The program provides case management and supportive services to families participating in the Work First New Jersey welfare-to-work initiative. Services include counseling, referrals, job training and employment assistance. The program has helped more than 100 families escape the clutches of welfare. A total of 53 families have become first-time homeowners with the help of the program and some 650 families have accumulated a collective \$3 million in savings accounts.

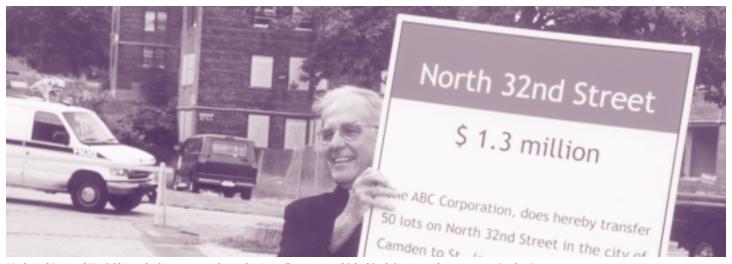
#### **Total UHORP Units in Newark**



In the past year, DCA made its first awards under New Jersey's unique **Sustainable Development/Affordable Housing Pilot Program**. The program is designed to produce housing that is low cost to people and low cost to the environment, offering affordable units that are at least 30 percent more energy efficient than typical new construction. The program was selected as a demonstration project under the federal Partnership for Advancing Technology in Housing (PATH). PATH is a public/private initiative to expand the development and utilization of new

#### **Balanced Housing Neighborhood Preservation Program Annual Investments**





North 32nd Street and Westfield Acres developments received more than \$41 million in state and federal funds for 537 new housing units in Camden City.

In 2000, HUD recognized DCA's **Regional Opportunity Counseling (ROC) Program** for the national "Best of the Best" honor. The ROC initiative assists Section 8 Housing Program participants who wish to relocate from high poverty neighborhoods to better quality housing by providing housing counseling, advocacy, transportation, tenant education and landlord outreach. More than 130 households have obtained better quality housing since the program's inception in 1998, and 400 families have received housing counseling.

HUD also cited HMFA's **Home Ownership for Permanency Program** 

as a "Best of the Best" for 2000.

Through this program, New Jersey is the first state in the nation to address the housing needs of lower income adoptive parents. The program provides low-interest mortgages and home improvement financing to allow income-eligible families to accommodate foster children.

Last October, Governor Whitman supplemented some of the administration's novel housing programs. The state provided an additional \$10 million for the **Upstairs Downtown** loan program that encourages residential use of available space located above or behind storefront businesses. Another \$10 million was added to the **Too Good, But It's True** low-interest mortgage program that,

in many cases, is allowing first-time homebuyers to pay less for a mortgage than they paid in rent. And the Governor announced an extra \$70 million under our **Dream Come True** mortgage program to help more families realize the challenge and commitment of owning their own home.

In addition to the new housing initiatives started by the Whitman Administration, DCA relies on long-standing programs to fill the need for affordable housing in New Jersey.

HUD "Best of the Best" Awards (1999, 2000)

DCA Family Self-Sufficiency Program (1999)

DCA Regional Opportunity Counseling Program (2000)

HMFA Home Ownership for Permanency Program (2000) The Neighborhood Preservation
Balanced Housing Program at DCA
and HMFA's federal Low Income
Housing Tax Credit Program are
supplying funds to put quality housing
within reach of more people. In recent
months, \$7.86 million was awarded to
nine communities to create more than
425 affordable rental housing units, and
\$22.7 million was allocated to build 826
units in 13 communities.

The **Council on Affordable Housing** is preparing a new formula to make the calculation of a town's affordable housing obligations more fair, understandable and predictable. COAH has solicited input from all constituency groups as part of the effort. COAH continues to help communities design and execute strategies to create affordable housing opportunities for low- and moderate-income families, special needs households and senior citizens.

LOCAL GOVERNMENT & TAXPAYERS

axpayers are getting rewards,

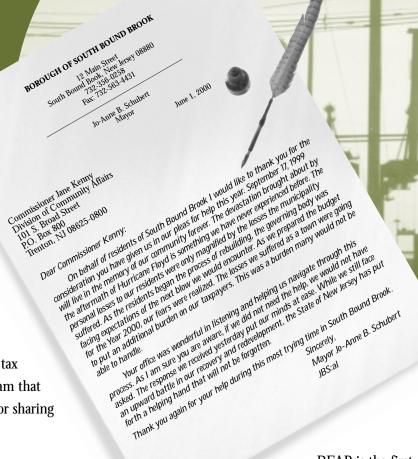
towns are getting relief and a struggling New Jersey city is getting unprecedented attention as part of the Whitman Administration's actions to assist its citizens and local governments.

Taxpayers in 130 New Jersey communities received a direct reduction in their property tax bills in 2000 as a result of a new state program that rewards municipalities and school districts for sharing local services.

The **Regional Efficiency Aid Program**, or REAP, provided \$16.2 million in direct credits to residential taxpayers whose towns and schools had participated in shared service agreements. The property tax relief is designed as an incentive for local officials to combine services and cut costs. The credits averaged more than \$18 statewide and more than \$300 in some communities.



Camden City Multi-Year Recovery Plan presented by Public Financial Management



REAP is the first state aid program to apply savings directly to individual tax bills. The formulas for calculating REAP aid take into consideration such factors as the type and difficulty of the shared services, as well as the fiscal stress and the population of the community.

REAP, and its companion program, REDI, the **Regional Efficiency Development Initiative**, were two of 60 recommendations made by Governor Whitman's Property Tax Commission to help municipalities and school districts reduce spending and save taxpayer dollars. Legislation creating the programs was signed into law by Governor Whitman in April 1999.

Photo at top of page: Elizabethport neighborhood, part of Governor Whitman's Urban Coordinating Council (UCC).

REDI is providing grants and loans to local officials to enact or simply explore new shared or regional programs. For example, a coalition of Camden-area law enforcement agencies will share \$2.2 million in DCA REDI shared services grants and loans to coordinate and expand efforts to fight crime. The program is receiving \$10 million annual appropriations, and communities have taken full advantage of the available funding. With incentives like REDI and REAP, local governments are finding ways to eliminate duplication, improve efficiency and save money.

#### **Top Ten Winners - REAP**

Municipality	Average Credit Per Household
Union City	\$343.45
West New York	\$258.41
Weehawken	\$201.82
North Bergen	\$163.67
Guttenberg	\$162.49
South Hackensack	\$127.83
Englewood	\$115.98
Plumstead	\$104.97
Mantua	\$103.74
Elmwood Park	\$102.92

The REDI and REAP initiatives are just two of the tools being provided by the state to help municipalities reduce costs and improve government efficiency. The tools, ranging from mandate relief and binding arbitration reform to local budget reviews and shared services funding, are contributing to positive results in New Jersey's communities. For the fourth consecutive year, municipalities kept the increase in the statewide property tax levy below 4 percent. The tax levy rose by only 3.89 percent in 1999, continuing a recent pattern of generation-low increases. The average statewide property tax levy increase during the Whitman Administration has been 3.9 percent — compared to 5.4 percent during the previous administration and 9.6 percent during the 1980's. The property tax levy is the amount a municipality must raise in taxes to support its spending after all revenue sources are calculated.

The state again increased its major pot of municipal aid by a government inflation index. The index is calculated by the federal government, and the increase in 2000 is 2.5 percent. That translates into a \$19.2 million increase in aid.

When towns faced the prospect of revenue shortfalls as a result of Bell Atlantic tax losses, the state provided nearly \$34 million in additional aid to hold them harmless. The state also supplied nearly \$45 million to ease police and fire pension costs for local governments.

There are a handful of cities that have needed special assistance to deal with structural deficits in their budgets. State funds have been used to close those gaps, and

REAP is the first state

aid program to apply

savings directly to

individual tax bills.



Hudson County communities share in REDI funds

#### **Municipal Aid and Budget Savings (\$ in Millions)**

	FY2000	FY2001
Consolidated Municipal Property Tax Relief Aid	\$756.4	\$767.9
Municipal Aid Inflation Adjustment Tax Relief	11.5	19.2
Energy Receipts Property Tax Relief Aid	750.0	750.0
Special Municipal Aid	40.5	54.5
Business Personal Property Tax Depreciation	0.0	33.8
Legislative Initiative Block Grant Program	33.0	33.0
Extraordinary Aid	30.0	25.0
Open Space - PILOT Aid	6.3	7.1
Watershed Moratorium Offset Aid	3.4	5.2
Subtotal Municipal Aid	1,631.1	1,695.7
Municipal Pension Security Program Savings	26.0	26.0
Total Municipal Aid and Budget Savings	\$1,657.1	\$1,721.7

Distressed Cities teams from the Department of Community Affairs are in place to identify cost-saving

reforms. In East Orange, the state is supervising the finances and operations of the city and has turned a large deficit into a modest surplus.

DCA is focusing a variety of resources on the problems facing the City of Camden — problems that have defied lesser degrees of state involvement.

In the first half of 2000 alone, DCA provided funds for four neighborhood

revitalization initiatives in Camden, offering housing, infrastructure and economic development improvements. At City Hall, a team led by DCA's Division of Local Government Services is at work sorting out the myriad of problems involving the city's finances and operations. National experts, including the National Academy of Public Administrators and Public Finance Management, are helping the state to supervise the city and prepare strategies for the city's revival. Meanwhile, DCA is supporting legislation that would provide the state with additional tools to make the type of fundamental, structural changes that are needed to allow Camden to move forward and realize its potential.

When disaster has struck, DCA has been there to help. Communities rocked by 1999's Hurricane Floyd received

welcome relief from the Whitman
Administration. As part of an overall
package of assistance, DCA administered
\$20 million in block grant funds to
address needs identified in recovery plans
submitted by nine hard-hit counties. In
another move to ease the financial strain,
a total of \$7.85 million was provided to
compensate for lost tax ratables as a
result of the hurricane. Our codes
inspectors were on the scene day and
night without pause to help victims put
the pieces of their lives back together.

DCA is focusing a variety
of resources on the
problems facing the City
of Camden - problems
that have defied
lesser degrees of

state involvement.



Hurricane Floyd Assistance program, Somerset

### **PUBLIC SAFETY**

to lead the way in making New Jersey a safer state in which to live, work and play. Whether it is protecting firefighters on the job, families in their homes, or amusement ride-goers at the local carnival, the Whitman Administration has set a high standard for safety.

Our firefighters are supermen and superwomen. But they can't see through walls or heavy smoke. Now they'll be able to do the next best thing. Thanks to a \$7.5 million appropriation by Governor Whitman and the state Legislature, New Jersey is the first state in the nation to purchase **thermal imaging cameras** for all its local fire departments. The high-tech devices work by allowing firefighters to see heat rather than light and revealing unconscious victims in smoke-filled rooms or hidden fires behind walls and ceilings.

The cameras were manufactured and delivered at a rate of 100 per month until all of the state's approximately 750 local fire organizations were equipped with new cameras or compensated for devices they had purchased earlier. The program is being administered by DCA's Division of Fire Safety.

Governor Whitman has signed a state law that mandates installation of automatic sprinklers in every college and boarding school housing unit. Schools were required to file an installation plan with the Division of Fire Safety and must have sprinklers in place within four years.

ROROUGH OF NORTHVALE
RERGEN COUNTY, NEW JERSEY July 12, 2000 INCORPORATED 1916 te or New Jersey ommunity Affairs tate of New Jersey Tebutmen or Commun So Rox Ran So Rox Ran Treston View Jersey 08652-0800 Artention: June M. Kenny, Commissioner On Monday, July 3 at 23:45 hours, we responded to a reported "working of the condition showing and a report out. Showing and a report out. The honday, July 3 at 23:45 hours, we responded to a reported sweep out. The honday is a report of the honday is a report of the honday. The honday is a report of the honday is a report of the honday. The honday is a report of the honday is a report of the honday is a report of the honday. The honday is a report of the honday. The honday is a report of the honday. uear commissioner kemny: On Monday, July 3 at 23:45 hours, we responded to a reported On Monday, July 3 at 23:45 hours, we respond to a showing and a Upon arrival, we had a heav smoke condition showing a the layout of the basement was that of several small partitioned rooms. Traditional means of the fireful the searching for the basement was that of several small partitioned rooms. I believe that without this searching for the fire would have taken much longer and would have no sellower that without this searching for the fire would have taken much longer and conditions. I believe that without this searching for the fire would have taken much longer and the search of the fire would have taken much longer and the search of the fire would have taken much longer than the fire would have taken much longer and the fire would have taken much longer than the fire would have the fire w The control of the structure would have been much the several would have been much more several and Covernor Whitman for your the free would have a feathouse that would have been much the several many would have a feathouse the would have been much more several would have a feathouse do several would have been much more several would covernor whitman for your many would not be several would have been much more several would have been much more several would covernor whitman for your many and your many your many and your many your many and P.O. Box 800 camero, damage to the structure would have been much more severe.

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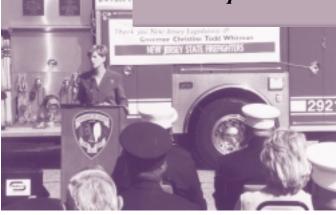
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Lyould like to take this time to personally their highly valuable lifesaving tool.

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New Jersey is the first
state in the nation to
purchase life-saving
thermal imaging
cameras for all its local
fire departments.



Thermal Imaging Camera program, Dover Township

The law also establishes a trust fund of up to \$90 million to help the colleges and boarding schools pay for the installations through no- or low-interest loans. The law was signed at Seton Hall University, where three freshmen died in a Jan. 19 dormitory fire.

The Division of Fire Safety strengthened its fire protection regulations when it adopted the 1996 edition of the Building Officials and Code Administrators (BOCA) Fire Prevention Code, with amendments, as the state's Fire Prevention Code. It was the first major revision to the Uniform Fire Code since its inception in 1984.

New Jersey has the third lowest number of civilian deaths per 1,000 fires, according to the most recent statistics from the National Fire Data Center. The following are the three lowest and three highest rates among the 39 states reporting:

State	Civilian Deaths Per 1,000 Fires
Lowest Rate	
Maine	0.00
Washington	0.17
New Jersey	0.64
Highest Rate	
West Virginia	5.66
Vermont	8.16
Alaska	8.96

In 1999, needy families and senior citizens who reside in one- and two-family dwellings received a total of 20,000 smoke detectors from the Division of Fire Safety through

WABC's "Operation Save a Life" program. The division has been operating a successful smoke detector give-away program since 1992.

The Lead-Based Paint Abatement

**Program** has expanded its public awareness campaign to inform people of the dangers of lead. Lead has come to be recognized as a major health threat to young children. And lead-based paint particles that mix with dust inside older homes are a common source of that lead.

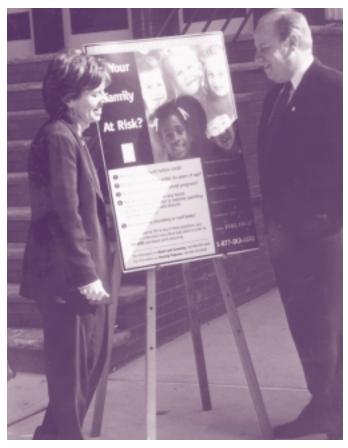
DCA's Division on

Women now has an

important tool to help

prevent deadly instances

of domestic violence.



Lead-Based Paint Abatement, Elizabeth - Mayor Chris Bollwage

While crime in New Jersey has been dropping, one category has remained stubbornly on the rise — domestic violence. And each year, people are dying in domestic violence incidents that may be preventable.

The Office on the Prevention of Violence Against Women in DCA's Division on Women now has an important new tool to help prevent deadly instances of domestic violence.

Governor Whitman has signed an executive order to create a 15-member **Domestic**Violence Fatality Review Board to lead an effort to study and recommend ways domestic homicide can be prevented. The board will gather and analyze information on domestic violence fatalities to discern common risk factors and develop possible methods of prevention. The action follows a number of other measures taken by the Whitman Administration to address domestic violence, including giving victims

extra time to receive welfare benefits and making sure police are properly trained to handle domestic violence incidents. The Office on the Prevention of Violence Against Women was also instrumental in developing **Sexual Assault Protocols** for New Jersey. These statewide standards were established to provide direction to medical professionals, law enforcement, prosecutors, victim advocates and others to ensure a victim- centered approach in the aftermath of a sexual assault incident.

New Jersey is among the leaders nationwide in protecting amusement riders from harm. DCA's Division of Codes and Standards has stringent standards for ride safety and keeps its inspection staff busy throughout the year.

The division has nearly doubled the number of inspectors on staff, instituted operational inspections to observe the rides and operators in action, conducted engineering reviews of new rides and significantly

part of ride manufacturers, increase requirements for maintenance and testing of ride components, and increase the penalties for code violations.

DCA helps ensure the safety of multiple dwelling units and hotels by conducting periodic inspections. The Bureau of Housing Inspection, by law, must inspect the

> buildings and their units at least once every five years. The bureau checks to see that the owners are maintaining and operating their facilities in a manner that protects the health, safety and welfare of their tenants, residents and guests.

To protect what is likely a homeowner's most important lifetime purchase, the **New Home Warranty Program** provides limited 10-year warranty coverage on new homes constructed in New Jersey.

#### Protecting Amusement Ride Fun-Seekers

Doubled the number of inspectors. Inspected rides while in operation. Engineering reviews of new rides. Increased penalties for violations.



### **MEETING NEEDS**

CA was established in the belief that the role of government is to empower communities and individuals through technical, advisory and financial assistance so that they can solve their particular problems and improve their circumstances.

Simply put, our job is to help people help themselves.

Celebrating its 25th anniversary in 2000, DCA's Center for Hispanic Policy, Research and Development continues to be at the forefront of empowering the Hispanic community in New Jersey.

Over the past year, through its diverse initiatives and advocacy efforts, the Center worked to assure access to services and educational opportunities, recognized the contributions of exemplary Latinos in government, community service, media, and arts, and supported programs through funding collaborations with private and public entities.



Latino Mentoring program, New Brunswick

ESSEX COUNTY COLLEGE
BY Avenue, Newark, New Jersey 07102 artment of Community Affairs Junea Bowker, Director Division on Women Linda Bowker, Street J. South Brood Street N801 Dear Ms. Bowker, to a close, I want to wish you a Happy Holiday and offer special Thank As the year comes to a close, I want to wish you a Happy the Urban & Hispanic Womens As the year comes to a close, I want to wish you a Happy the Urban & Hispanic Womens in initialing the Urban & Hispanic Womens As the year comes to a close, I want to wish you a Happy Holiday and offer special Thank As the year comes to a close, I want to wish you a Happy Holiday and offer special Thank As the year comes to a close, I want to wish you a Happy Holiday and offer special Thank As the year comes to a close, I want to wish you a Happy Holiday and offer special Thank As the year comes to a close, I want to wish you a Happy Holiday and offer special Thank As the year comes to a close, I want to wish you a Happy Holiday and offer special Thank As the year comes to a close, I want to wish you a Happy Holiday and offer special Thank As the year comes to a close, I want to wish you a Happy Holiday and offer special Thank As the year comes to a close, I want to wish you a Happy Holiday and offer special Thank As the year comes to a close, I want to wish you a Happy Holiday and offer special Thank As the year comes to a close, I want to wish you a Happy Holiday and the Urban As the year comes to be a close of the ye 973.877.3395 913.871.3555 Fax As the year comes to a close, I want to wish you a Happy Holiday and offer special Thank as the year comes to a close, I want to wish you in initiating the urban & Hispanic Momen's you to your hadership and encouragement in initiating the urban & Hispanic Women's you for your hadership and encouragement in initiating the urban & Hispanic Women's As the year comes to a close, I want to wish you a Happy Holiday and offer special Thank you are special Thank you and the Happy Holiday Happy Holiday And Happy Holiday Happy Happy Happy Happy Happy H December 15, 2000 Alliance of New Jersey!

Without the support and technical assistance you provided, the Alliance would not exist.

Without the support and technical assistance from four corners of the State coalesced into the support and technical assistance from four corners of the State coalesced into the support and technical assistance from four corners of the State coalesced into the support and technical assistance from four corners of the State coalesced into the support and technical assistance from four corners of the State coalesced into the support and technical assistance from four corners of the State coalesced into the support and technical assistance from four corners of the State coalesced into the support and technical assistance from four corners of the State coalesced into the support and technical assistance from four corners of the State coalesced into the support and technical assistance from four corners of the State coalesced into the support and technical assistance from four corners of the State coalesced into the support and technical assistance from four corners of the State coalesced into the support and technical assistance from four corners of the state coalesced into the support and the support and the support as a support and the support and the support as a support a Writhout the support and technical assistance you provided, the Alliance would not exist.

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Without the support and technical years with a goal of better assistance you less you have a support and technically self-sufficient. Trenton, NJ 08623 0801 becoming personally and economically self-surficient.

Thank you also. Ms. Bowker, of the NJ Displaced Homemaker, Network. Now they are a living.

Thank you also. Ms. Bowker, of the NJ Displaced Homemaker, Network.

Thank you also. Ms. Bowker, of the NJ Displaced Homemaker, Network. Thank you also. Ms. Bowker, for the leadership and guidance you and your staff provided in the growth and sold map for the new Alliance.

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Last but surely not teast, my sincere wromen of Greater Newark and Essex county able to provide technical assistance and a road map for the new Alliance. the growth and development of the NU Displaced Homemaker Network. Now they the growth and development of the NU Displaced and a road map for the new Alliance.

The growth and development bear my cinners thank you for your afforts on both after more thank your for your afforts on both after more thank your for your formation in the growth and growth Dear Ms. Bowker, working group of service providers with a goal of better.

Working group of service providers with a goal of better.

Working group of service providers with a goal of better. result of your and can better serve women of Greater Newark and Essex County. Alliance of New Jersey!

Wise Women's Center

An Equal Opportunity/Affirmative Action Employer The Center continued its commitment to developing a viable resource of strong, professional candidates for leadership positions in the public and private sectors. Through the efforts of the alumni of the Hispanic Interns in Community Service Program, the Center coordinated the first-ever educational empowerment summit for Latino high school students.

More than 250 students from more than a dozen high schools across New Jersey participated in the summit entitled, "Latino and Latina Empower Yourself: A Youth Educational Empowerment Summit." The purpose of the conference — held at Rutgers' Piscataway campus was to bridge the gap between high school and college by providing participants with the information and resources that would encourage them to seek higher education. As a result of the summit, a Latino mentoring program known as ALMA was established last November. The goal of

**ALMA** is to provide Latino high school students with guidance, resources and opportunities to ensure personal growth and educational development.

As the Center prepares for its next 25 years, it will focus its efforts on meeting the emerging needs of the community impacted by recent trends such as welfare reform, changes in immigration laws and education reform.

### Celebrating 25 Years. Key Milestones for the Center for Hispanic Policy, Research and Development.

January 1975	The Office of Hispanic Affairs established to assist New Jersey's Latino population in gaining access to and participating in the public policy process.
June 1988	Hispanic Interns in Community Service Program initiated.
June 1991	Hispanic Resource Library established as repository for data and information on the state's Hispanic community.
June 1991	Latino Leaders Fellowship Institute created to promote leadership and development of Latino college students.
Summer 1991	The Office of Hispanic Affairs is renamed the Center for Hispanic Policy, Research and Development.
June 1997	Corporate Partnership Board established to support Center's initiatives and programs.
Fiscal Year 1998	State funding for the Center's activities increased by \$500,000.
February 1999	First ever empowerment summit held for Latino high school students.

The **Division on Women**, in partnership with the New Jersey State Chamber of Commerce, hosted the fourth **Governor's Conference on Women**. The daylong event in Morris County, which featured Gov. Christie Whitman and ABC News correspondent Carole Simpson as keynoters, attracted more than 1,000 participants from throughout the state who attended workshops focusing on three "Economic Pathways to Power": financial, political and personal.



The Governor's Conference on Women

The conference offered participants the chance to network with scores of successful and prominent women, while the workshops provided information on how they could take advantage of opportunities in their personal and professional lives. In addition, the New Jersey Advisory Commission on the Status of Women sponsored workshops of particular interest to women's organizations and municipal and county commissions on women.

The Division on Women joined with the New Jersey Coalition Against Sexual Assault to produce the state's first public education campaign on sexual assault. The "Begin By Believing" campaign was launched in April (Sexual Assault Awareness Month). The program uses a wide range of media, including TV, radio, print, as well as billboards and posters on NJ Transit buses and trains to communicate messages about sexual assault and where to seek help.

DCA is committed to helping all residents of New Jersey enjoy the state's vast recreational resources. The **Office of Recreation** provides grants to municipalities to create opportunities for disabled individuals. Additional funding is provided to statewide, non-profit organizations for athletic training and competition for athletes with disabilities.

Typically, the **Home Energy Assistance (HEA) Program** of the Office of Low Income Energy Conservation (OLIEC) assists elderly, handicapped and low-income residents to pay energy bills during the cold winter months. During the oppressive — and dangerous — heat of the summer of 1999, however, HEA funds were also used for the

purchase and installation of nearly 7,000 air conditioners and more than 900 window fans for HEA recipients. In total, HEA provided more than \$18.8 million in energy assistance to some 92,000 low-income households in 1999.

Many of New Jersey's elderly, disabled and low-income residents live in homes that are not properly protected from the elements, and they often suffer in extremes of cold and heat. The **Weatherization Assistance Program** has provided services to more than 2,300 households, including the replacement of 738 heating systems.

DCA and the New Jersey Housing and Mortgage Finance Agency

(HMFA) are empowering persons with special needs through innovative housing programs. The HMFA has formed partnerships with various federal, state and local agencies to provide housing opportunities for New Jersey residents with mental and physical disabilities, substance abuse problems and HIV/AIDS. A DCA-supported apartment building for people living with HIV and AIDS recently opened in Paterson. The \$3.3 million, 23-unit independent living complex offers a variety of special features.

DCA, in conjunction with the Department of Human Services, created a program to provide permanent affordable housing for the state's most vulnerable populations — very-low income households, households moving from welfare to work, and families with a history of homelessness.

The Hackensack Meadowlands Development Commission (HMDC) is strengthening its commitment to the permanent preservation of open space in the Meadowlands District. The HMDC has purchased or acquired more than 1,700 acres of open space and wetlands in the Meadowlands District in the past few years

DCA is committed
to helping all residents
of New Jersey enjoy
the state's vast

recreational resources.

alone. In total, the Commissioner has ownership or management rights to more than 3,000 acres of valuable Meadowlands wetlands, including a continuous swath of nearly 1,900 wetlands acres running from Lyndhurst to

> Kearny. The overall open space goal of the HMDC is 8,400 acres. The Commission is currently involved in wetlands enhancement projects on 12 sites that total more than 1,200 acres. The 206-acre Mill Creek Wetlands site in Secaucus is the newest example of the art of marshland rehabilitation.



### **Seal of Approval**

Good Housekeeping magazine has presented DCA

Commissioner Jane M. Kenny with its Award for Women in Government for leading New Jersey's pioneering efforts in urban revitalization. The award recognizes 10 women nationally who have improved the lives of others through innovative programs and dedication to public service. The magazine, which reaches 26 million readers every month, praised the Commissioner's leadership in assembling an urban "tool kit of resources to stimulate economic recovery, including a revolutionary new building code that encourages developers to invest in cities by providing

sensible, predictable and cost-effective rules for renovating existing structures." The *Good Housekeeping* Award for Women in Government is presented in collaboration with the Partnership in Trust in Government and the Center for American Women and Politics. *Good Housekeeping* Editor in Chief Ellen Levine said the award is designed to "salute the public servants who act as much-needed role models and make such an impact on our communities." The Commissioner was also named one of *Governing* magazine's nine national Public Officials of the Year 2000, and received a National Public Service Award in 2001.



## DEPARTMENT OF COMMUNITY AFFAIRS FISCAL 2000 BUDGET

Amounts in Thousands

Operations	
Division of Codes and Standards	\$ 11,708
Division of Fire Safety	4,293
Division of Housing and Community Resources	2,192
Division of Local Government Services	5,260
Office of State Planning	1,980
Division on Women	944
Council on Affordable Housing	1,388
Administration and Other	 3,759
	\$ 31,524
Grants in Aid and State Aid	
Center for Hispanic Policy, Research and Development	\$ 1,725
Division of Codes and Standards	1,015
Division of Fire Safety	16,071
Division of Housing and Community Resources	81,908
Division of Local Government Services	947,784
Division on Women	2,935
Office of Recreation	1,100
Administration and Other	 15,700
	\$ 1,068,238
Federal Funds	\$ 197,614
GRAND TOTAL	\$ 1,297,376

<b>Management Directory</b>	DCA homepage:	WWW.STATE.NJ.US/DCA
Commissioner's Office Jane M. Kenny, Commissioner	609-292-6420	DCA.feedback@dca.state.nj.us
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Division of Local Government Services Ulrich H. Steinberg. Jr., Director	609-292-6613	dlgs@dca.state.nj.us
Division on Women  Linda B. Bowker, Director	609-292-8840	lbowker@dca.state.nj.us
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Human Resources Gregory B. Vida, Director	609-292-6030	gvida@dca.state.nj.us
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Legislative Affairs Mary B. Marciante, Director	609-292-7560	mmarciante@dca.state.nj.us
New Jersey Housing & Mortgage Finance Agency Deborah De Santis, Executive Director	609-278-7400	webmaster@njhmfa.state.nj.us
New Jersey Redevelopment Authority William Best, Executive Director	609-292-3739	njra@njra.state.nj.us
Office of State Planning Herbert Simmens, Executive Director	609-292-7156	simmens-h@tre.state.nj.us

Toll Free Numbers: Domestic Violence Hotline 1-800-572-7233 • Juvenile Firesetter Help Line 1-800-357-5230 • Consumer Mortgage Programs 1-800-NJ-HOUSE • Volunteer Firefighters/EMT Recruitment 1-800-347-3546 • Women's Referral Center Hotline 1-800-322-8092 • Lead Abatement Line 1-877-DCA-LEAD • Low Income Home Energy Assistance Program/Weatherization Program 1-800-510-3102

### The DCA Pledge The Department of Community Affairs' employees are committed to promoting respect and trust and pledge themselves to: "Help People and Communities Help Themselves" by adhering to the following values: **Respect** We practice mutual respect by setting a personal example of trust and fairness, recognizing the dignity of others. **Integrity** We expect honesty, loyalty and dedication. Accountability We are responsible, as professionals, for our actions. **Teamwork** We believe in teamwork through skillful communication and personal cooperation to achieve our common goal. **Services** We strive for excellence in the service we deliver through ongoing evaluation and improvement. "A Community Building Initiative": As this DCA pledge indicates, the employees at DCA care about what they do. And the department cares about them. DCA has established an employee-driven process that examines the department's work environment and offers recommendations for improvements. It's called the Community Building Initiative. A number of advancements have occurred as a result of the Community Building efforts, from a department-wide open door policy to the creation of a bilingual translation team available to respond to requests for public information in nearly 25 languages. We appreciate the dedication of our employees and we are committed to helping them help you.